RebateRight

RebateRight Pricing Agreement

PRICING AGREEMENT *Last updated: 14 October 2026*

This Agreement sets out what you pay for the RebateRight Software, and how and when we invoice you. The Software is provided by **Fortis Futura Pty Ltd trading as RebateRight** (ABN 54 676 215 133) ("we", "us"). It applies to the organisation that accepts it ("you", "your"). Together with our **Software Licence Agreement** and our **Privacy Policy**, it forms your agreement with us. Terms defined in the Software Licence Agreement have the same meaning here. If the two agreements are inconsistent on pricing or billing, this Agreement prevails.

By accepting this Agreement electronically, the person accepting it confirms that:

- they have read and understood this Agreement
- they have authority to bind the organisation they represent
- that organisation agrees to be legally bound by this Agreement from the date of acceptance.

Not sure whether you have authority to accept on behalf of your organisation? Please check with the right person before proceeding.

1. Definitions

"Billing Cycle" means the period you pay for, monthly or annual as chosen at purchase, together with the requests included in it.

"Extra Request" means a request you make after you have used all the requests included in your Billing Cycle.

2. Your subscription

Free trial: Your subscription starts with a free trial. For 14 days from the day you accept this Agreement, you have full access to the Software at no charge. Each organisation is entitled to one free trial. We may refuse or cancel a trial if we reasonably believe an organisation is claiming a second one.

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After the trial: When the trial ends, your subscription continues on the plan you selected, unless you cancel before then.

Your plan: Your plan sets your fee, the number of requests included in each Billing Cycle and the price of each Extra Request. You choose it at purchase. Our current plans are published at rebateright.com.au/pricing.

Included requests: Included requests belong to their Billing Cycle and do not carry forward.

Annual plans: On an annual plan, the full year's requests are available from the first day. A plan with 1,000 requests a month gives you 12,000 requests to use at any pace across the year, with no monthly cap.

Switching plans: You may move to a larger or smaller plan at any time. To switch, email us at hello@rebateright.com.au. The change takes effect at the start of your next Billing Cycle.

3. What counts as a request

Each submission to RebateRight, from the web app or through the API, counts as one request, with the exceptions below.

Patient verification: A patient verification is one request.

Eligibility check: An eligibility check is one request, however many MBS items you check for the patient at the same time.

Claiming: A claim is one request for each MBS item on it. A claim with 3 items is 3 requests.

Everything else: For every other feature, one submission is one request.

Test environment: Submissions to the test environment are free and never count.

4. When you use all your requests

Extra Requests: When you have used all the requests included in your Billing Cycle, your access continues. Each Extra Request costs the price your plan sets. We invoice Extra Requests at the start of your next Billing Cycle.

For example: Your monthly plan includes 500 requests, and each Extra Request is 10 cents. Your Billing Cycle begins on the 1st of each month. In March you make 600 requests. Your invoice on 1 April includes your plan fee for April and $10 for the 100 Extra Requests you made in March.

If a software fault causes a spike: A fault in your software will not cost you requests or money. If your usage rises unexpectedly and does not match your normal pattern, notify us. We investigate with you in good faith. If a fault in your software caused the rise, the requests the fault caused do not count.

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5. Invoicing and payment

Invoices: We invoice each Billing Cycle in advance, at its start. Payment details are on every invoice.

GST: All fees are in Australian dollars and exclude GST. Where GST applies, we add it to the invoice.

Late payment: If an invoice is unpaid 15 days after its due date, we may suspend your access to the Software until it is paid. We restore access promptly once it is. If an invoice is unpaid 30 days after its due date, we may terminate this Agreement under the Software Licence Agreement.

6. Pricing changes

Your price does not change during a Billing Cycle. A new price applies from the start of your next one.

If we lower a price: When we lower a price, every existing customer moves to it from their next Billing Cycle, without any action on your part.

If we raise a price: When we raise a price, we email you at least 60 days before it takes effect. A rise applies only to the plans that need it, and where we reasonably can, we hold long-standing customers at their existing price.

7. Cancelling and refunds

How to cancel: Your subscription renews at the start of each Billing Cycle until you cancel. To cancel, email us at hello@rebateright.com.au.

What happens when you cancel: From the moment you cancel, we charge you no further plan fee, and there is no exit fee. Your access continues until the end of your current Billing Cycle.

Refunds: If you cancel, fees you have already paid are not refunded, including the unused part of an annual Billing Cycle, except where the Australian Consumer Law requires a refund. If we end this Agreement for a reason other than your breach, we refund the unused part of your current Billing Cycle, in proportion to the time left.

Amounts still due: Anything invoiced but not yet paid remains due. We invoice any Extra Requests not yet invoiced when your access ends.

8. Changes to this Agreement

If we make a material change to this Agreement, we email the address on your account at least 30 days before it takes effect. We may ask you to accept the updated Agreement before you continue using the Software.

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